

**POSITION DESCRIPTION  
PROBATION CLERK  
CL-23**

<b>Benchmark Job Title</b>	Probation Clerk	CL-23
<b>Occupational Group</b>	Operational Court Support	

**Job Summary**

This position is located in the U. S. Probation Office (Eastern District of California). The incumbent provides administrative/secretarial support to the probation officers. The incumbent performs a variety of administrative support and technical assistance to the probation officers to ensure the smooth and efficient operation of the office.

**Representative Duties**

Provide total administrative/secretarial support and assistance for the probation officers (i.e., Court Unit, Supervision Unit, Statistical Unit, or Reception). Under the general supervision of a supervisory clerk, the incumbent's duties and responsibilities may include any or all of the following:

- Formats, types, and edits reports developed by officers, often within a short time period. Reports include presentence reports, violation reports, and any other investigative reports etc., for the court. With direction from the officer or supervisory clerk, prepares petitions, orders, and papers essential to probation and parole supervision. Prepares other letters, memoranda, recurring reports and forms. Composes routine correspondence for officers.
- Sets up case folders, performs data entry, and maintains control logs.
- Receive, prioritize, and route all incoming materials from within the court to appropriate individuals in the office. Receive, screen, and route incoming and outgoing mail to appropriate persons or offices; and, process mail requiring special handling.
- Tracks and processes monthly supervision reports and maintains a file tracking system.
- Scanning, copying, filing, stamping, and locating files and documents.
- Assists in conducting criminal record checks through local or national law enforcement databases.
- Schedules appointments, arranges meetings, and maintains calendars for officers.
- Perform receptionist duties by greeting visitors, counsel, and clients in person or on the telephone, answering routine questions, responding to and processing over-the-counter inquiries, and directing visitors and callers to the appropriate person or department.
- Performs other duties as assigned.

### **Factor 1 - Required Competencies (Knowledge, Skills, and Abilities)**

#### **Administrative Management**

- Ability to follow detailed instructions and multitask. Skill in organizing own work to meet recurring deadlines.

#### **Court Operations**

- Ability to learn office procedures, practices, processes, and mission.
- Knowledge of secretarial and administrative principles, practices, methods, and techniques in a legal/law enforcement environment.
- Ability to transcribe from personal dictation, recordings, or handwritten material.

#### **Judgment and Ethics**

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and good judgment.

#### **Written and Oral Communication/Interaction**

- Ability to interact and communicate effectively (orally and in writing) to individuals and groups to provide information.
- Ability to give and receive accurate and timely information from individuals within and outside the court.
- Broad knowledge of proper spelling and grammar usage as well as proofreading skills.

#### **Information Technology and Automation**

- Skill in administrative matters, personal computers, office equipment, and software applications for file maintenance, record keeping, reporting, and preparation of presentation material.
- Ability to adjust to ever changing technology.

### **Factor 2 - Primary Job Focus and Scope**

The primary focus of the job is to contribute to the smooth and efficient operation of the office by performing a variety of administrative/secretarial duties and responsibilities, ensuring strict accuracy and adherence to the applicable policies, regulations, and protocols.

### **Factor 3 - Complexity and Decision Making**

The tasks performed take some time to learn the governing policies and procedures and may vary daily. While most aspects of the incumbent's work are standard, some aspects of the work require high skill levels and present challenges in handling a variety of persons, problems, and subject areas. Meeting required deadlines and maintaining concentration with continuous interruption is a demanding aspect of the job. The incumbent makes decisions based on well-defined policies, standards, and procedures and refers unusual circumstances to the clerical supervisor or to a more senior-level staff person. Deadlines guide priorities but the incumbent, with the assistance of the clerical supervisor, establishes the order of work.

<b>Factor 4A - Interaction with Judiciary Contacts</b>
--

Incumbent has daily contact with personnel within the U. S. Probation Office and other court unit staff, for the purpose of providing routine administrative support.
---

<b>Factor 4B - Interactions with External Contacts</b>
--

Incumbent has daily contact with law enforcement personnel, attorneys, and outside agencies for the purpose of exchanging information and providing basic customer service and assistance.
--

<b>Factor 5 - Work Environment and Physical Demands</b>
---

Work is performed in an office setting and may occur at off-site meeting locations or temporary duty stations. Incumbent has daily contact with persons with violent backgrounds. Moderate lifting may be required when assisting in the assembling of records for transfer to storage.
---

01-09-2009